CLAIMS

What is claimed is:

1.   A system comprising:

a controlled environment facility automated goods acquisition processing system providing for acquisition of goods for both an ordering individual and a non-ordering individual.

2.   The system of claim 1, wherein said ordering individual resides inside of said controlled environment facility and said non-ordering individual resides outside of said controlled environment facility.

3.   The system of claim 1, wherein said ordering individual resides outside of said controlled environment facility and said non-ordering individual resides inside of said controlled environment facility.

4.   The system of claim 1, wherein said ordering individual and said non-ordering individual reside inside of said controlled environment facility.

5.   The system of claim 1, wherein said automated goods acquisition processing system includes a computer interface for placing orders.

6.   The system of claim 1, wherein said automated goods acquisition processing system includes a telephone interface for placing orders.

7.   The system of claim 1, wherein said automated goods acquisition processing system includes a computer interface for accepting deposit of funds from an individual outside of said controlled environment facility for use in acquiring goods by an individual inside of said controlled environment facility.

8.   The system of claim 1, wherein said automated goods acquisition processing system includes a telephone interface for accepting deposit of funds from an individual outside of said controlled environment facility for use in acquiring goods by an individual inside of said controlled environment facility.

9. The system of claim 8, wherein said telephone interface originates an outbound call to said individual outside of said controlled environment facility when an account balance associated with said individual inside of said controlled environment facility falls below a threshold value.

10. The system of claim 8, wherein said telephone interface causes a message to be played to said individual outside of said controlled environment facility when a next call is placed to said individual outside of said controlled environment facility by said individual inside of said controlled environment facility.

11. The system of claim 8, wherein said telephone interface is utilized to acquire post paid billing authorization from said individual outside of said controlled environment facility.

12. The system of claim 1, wherein said automated goods acquisition processing system includes credit risk analysis functionality operable to determine if a particular transaction should be authorized for post paid billing.

13. The system of claim 1, further comprising:

a call application management system integrated with said controlled environment facility automated goods acquisition processing system, thereby providing a telephone interface for use with said controlled environment facility automated goods acquisition processing system by individuals inside of and outside of said controlled environment facility.

14. The system of claim 13, wherein said controlled environment facility automated goods acquisition processing system operates to allow acquisition of goods without invoking a call through the public switched telephone network.

15. The system of claim 1, further comprising:

an intelligence management system integrated with said controlled environment facility automated goods acquisition processing system and operable to collect data regarding transactions requested by said ordering individual.

16. The system of claim 1, wherein said controlled environment facility automated goods acquisition processing system utilizes existing controlled environment facility infrastructure in providing communication with a third party providing said goods.

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17.   A system comprising:

an information management engine having functionality for conducting transactions associated with residents of a controlled environment facility, said transactions including at least a goods acquisition service, wherein said information management engine provides communication outside of said controlled environment facility to facilitate acquisition of goods.

18.   The system of claim 17, wherein said communication comprises a data exchange.

19.   The system of claim 18, wherein said data exchange is with a third party to a transaction for acquisition of goods.

20.   The system of claim 17, wherein said communication comprises a voice exchange.

21.   The system of claim 20, wherein said voice exchange is with a third party to a transaction for acquisition of goods.

22.   The system of claim 17, wherein said communication comprises soliciting a third party to a transaction for acquisition of goods to fund said transaction.

23.   The system of claim 22, wherein said funds are acquired using a technique selected from the group consisting of:
    check by phone;
    credit card by phone; and
    electronic funds transfer.

24.   The system of claim 17, wherein said communication acquires post paid billing authorization from an individual outside of said controlled environment.

25.   The system of claim 24, wherein said individual outside of said controlled environment facility comprises a designated responsible party with respect to an account having account value for use in conducting said transactions.

26.   The system of claim 17, wherein said communication comprises a party residing external to said controlled environment facility providing funds to an account associated with an individual residing within said controlled environment facility.

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27.   The system of claim 17, wherein said communication comprises a party residing external to said controlled environment facility ordering a good for delivery to an individual residing within said controlled environment facility.

28.   The system of claim 17, wherein said information management engine further includes a telephone calling service, wherein said information management engine provides integration with respect to said goods acquisition service and said telephone calling service.

29.   The system of claim 28, wherein said facilitating acquisition of goods using said integration of said goods acquisition service and said telephone calling service comprises said information management engine invoking an outbound call to a person outside of said controlled environment facility when a resident of said controlled environment facility attempts to acquire goods in excess of an account value.

30.   The system of claim 17, wherein said information management engine interfaces with a party to said transactions via a legacy data network of said controlled environment facility.

31.   A system for managing information with respect to a controlled environment facility, said system comprising:

an information management engine having functionality for conducting transactions associated with residents of said controlled environment facility, said transactions including at least a goods acquisition service and a telephone calling service, wherein said information management engine provides integration with respect to said goods acquisition service and said telephone calling service providing communication outside of said controlled environment facility to facilitate acquisition of goods.

32.   The system of claim 31, wherein said facilitating acquisition of goods using said integration of said goods acquisition service and said telephone calling service comprises said information management engine invoking an outbound call to a person outside of said controlled environment facility when a resident of said controlled environment facility attempts to acquire goods in excess of an account value.

33.   The system of claim 32, wherein said outbound call is invoked contemporaneously with said resident attempting to acquire goods.

34.   The system of claim 32, wherein said outbound call is utilized to acquire funds from said person outside of said controlled environment for deposit to an account having said account value.

35.   The system of claim 34, wherein said funds are acquired using a technique selected from the group consisting of:
    check by phone;
    credit card by phone; and
    electronic funds transfer.

36.   The system of claim 32, wherein said outbound call is utilized to acquire post paid billing authorization from said person outside of said controlled environment.

37.   The system of claim 32, wherein said person outside of said controlled environment facility comprises a designated responsible party with respect to an account having said account value.

38. The system of claim 37, wherein said information management engine includes management functionality allowing a user thereof to designate said responsible party.

39. The system of claim 37, wherein said responsible party is designated as a result of said person having previously deposited funds into said account.

40. The system of claim 31, wherein said facilitating acquisition of goods using said integration of said goods acquisition service and said telephone calling service comprises said information management engine setting a flag, when a resident of said controlled environment facility attempts to acquire goods in excess of an account value, for interacting with a person outside of said controlled environment facility when an outbound call is placed to said person.

41. The system of claim 40, wherein said outbound call is invoked by said resident and independent of said resident attempting to acquire goods.

42. The system of claim 40, wherein said interacting with said person interrupts said outbound call.

43. The system of claim 42, wherein said interacting with said person is utilized to acquire funds from said person outside of said controlled environment for deposit to an account having said account value.

44. The system of claim 42, wherein said interacting with said person is utilized to acquire post paid billing authorization from said person outside of said controlled environment.

45. The system of claim 32, wherein said person outside of said controlled environment facility comprises a designated responsible party with respect to an account having said account value.

46. The system of claim 31, wherein said information management engine further has functionality for collecting and analyzing biometric data to identify a user thereof in association with conducting said transactions.

47. The system of claim 46, wherein said biometric data comprises voice print data.

48. The system of claim 46, wherein said biometric data comprises finger print data.

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49.   The system of claim 46, wherein said biometric data comprises iris print data.

50.   The system of claim 46, wherein said identifying said user comprises at least two levels of identification, wherein a first said level comprises use of a first type of said biometric data.

51.   The system of claim 50, wherein a second said level comprises use of a second type of said biometric data.

52.   The system of claim 50, wherein said second level comprises use of a user supplied identification string.

53.   *The system of claim 50, wherein said user supplied identification string comprises* information selected from the group consisting of:

    a personal identification number;

    a social security number;

    birth date;

    mother's maiden name;

    a serial number;

    a drivers license number; and

    a government issued identifier.

54.   The system of claim 31, wherein said information management engine further has functionality for voice response interaction, thereby facilitating users thereof to conduct said transactions using voice commands.

55.   The system of claim 31, wherein said goods acquisition service comprises a commissary goods service.

56.   The system of claim 31, wherein said goods acquisition service comprises a medical goods service.

57.   The system of claim 31, wherein said goods acquisition service comprises a library goods service.

58.   The system of claim 31, wherein said goods acquisition service provides for delivery of items to a resident of said controlled environment facility ordered by said resident using said information management engine.

59.   The system of claim 31, wherein said goods acquisition service provides for delivery of items to a resident of said controlled environment facility ordered by a person outside of said controlled environment facility using said information management engine.

60.   The system of claim 31, wherein said goods acquisition service provides for delivery of items to a person outside of said controlled environment facility ordered by a resident of said controlled environment facility using said information management engine.

61.   The system of claim 31, wherein said information management engine further has functionality for gathering intelligence with respect to said transactions.

62.   The system of claim 61, wherein said intelligence comprises information with respect to velocity of transactions.

63. A method for managing information with respect to a controlled environment facility, said method comprising:

providing an information management engine integrating goods acquisition functionality and telephone calling functionality;

establishing accounts associated with residents of said controlled environment facility;

using said information management engine to conduct transactions associated with residents of said controlled environment facility, said transactions including at least goods acquisition and telephone calling services, wherein payment for said acquisition of said goods and said telephone calling services of ones of said transactions is provided using appropriate ones of said accounts;

determining when a funds level of a particular one of said accounts associated with a particular goods acquisition transaction is too low; and

utilizing said telephone calling services of said information management engine to facilitate said goods acquisition transaction.

64. The method of claim 63, wherein said establishing accounts associated with residents of said controlled environment facility comprises:

establishing an account for the benefit of a particular resident of said controlled environment facility.

65. The method of claim 64, wherein establishing an account for the benefit of a particular resident is accomplished by a person outside of said controlled environment facility.

66. The method of claim 64, wherein establishing an account for the benefit of a particular resident comprises:

establishing one or more purposes for which said account is to be used.

67. The method of claim 64, wherein establishing an account for the benefit of a particular resident comprises:

establishing limits with respect to the extent to which said account may be used in conducting one or more types of transactions.

68.   The method of claim 64, wherein establishing an account for the benefit of a particular resident comprises:

designating a responsible party, other than said particular resident, to be contacted for increasing said funds level when determined to be too low.

69.   The method of claim 68, wherein said utilizing said telephone calling services to facilitate said goods acquisition transaction comprises:

placing a call to said responsible party using said information management engine to acquire additional funds.

70.   The method of claim 69, wherein said call is placed contemporaneously with a resident attempting said particular goods acquisition transaction.

71.   The method of claim 63, wherein said utilizing said telephone calling services to facilitate said goods acquisition transaction comprises:

said information management engine interacting with a party designated by a resident attempting said particular goods acquisition transaction using said information management engine to acquire additional funds.

72.   The method of claim 71, further comprising:

setting a flag with respect to said party designated by said resident when said funds level is determined to be too low, said interacting with said party being accomplished through reference to said flag a next time a call is placed to said party.

73.   The method of claim 63, wherein said using said information management engine to conduct transactions comprises:

using interactive voice response to interface with users of said information management engine.

74.   The method of claim 73, wherein said interactive voice response includes voice command recognition.

75.   The method of claim 63, wherein said using said information management engine to conduct transactions comprises:

using biometric user identification technology.

76. The method of claim 75, wherein said biometric user identification technology is selected from the group consisting of:

voice print technology;

finger print technology;

iris print technology; and

retinal print technology.

77. The method of claim 63, wherein said using said information management engine to conduct transactions comprises:

using said information management information to deliver items to a resident of said controlled environment facility as ordered by said resident.

78. The method of claim 63, wherein said using said information management engine to conduct transactions comprises:

using said information management information to deliver items to a resident of said controlled environment facility as ordered by a person outside of said controlled environment facility.

79. The method of claim 63, wherein said using said information management engine to conduct transactions comprises:

using said information management information to deliver items to a person outside of said controlled environment facility as ordered by said resident.

80.   A computer program product having a computer readable medium having computer program logic recorded thereon for use in managing information with respect to a controlled environment facility, said computer program product comprising:

code for providing information management integrating goods acquisition functionality and telephone calling functionality;

code for establishing accounts associated with residents of said controlled environment facility;

code for using said information management engine to conduct transactions associated with residents of said controlled environment facility, said transactions including at least goods acquisition and telephone calling services, wherein payment for said acquisition of said goods and said telephone calling services of ones of said transactions is provided using appropriate ones of said accounts;

code for determining when a funds level of a particular one of said accounts associated with a particular goods acquisition transaction is too low; and

code for utilizing said telephone calling services of said information management engine to facilitate said goods acquisition transaction.

81.   The computer program product of claim 80, wherein said code for establishing accounts associated with residents of said controlled environment facility comprises:

code for establishing an account for the benefit of a particular resident of said controlled environment facility.

82.   The computer program product of claim 81, wherein said code for establishing an account for the benefit of a particular resident comprises:

code for establishing one or more purposes for which said account is to be used.

83.   The computer program product of claim 81 wherein said code for establishing an account for the benefit of a particular resident comprises:

code for establishing limits with respect to the extent to which said account may be used in conducting one or more types of transactions.

84. The computer program product of claim 81, wherein said code for establishing an account for the benefit of a particular resident comprises:

code for designating a responsible party, other than said particular resident, to be contacted for increasing said funds level when determined to be too low.

85. The computer program product of claim 84, wherein said code for utilizing said telephone calling services to facilitate said goods acquisition transaction comprises:

code for placing a call to said responsible party using said information management engine to acquire additional funds.

86. The computer program product of claim 80, wherein said code for utilizing said telephone calling services to facilitate said goods acquisition transaction comprises:

code for said information management engine interacting with a party designated by a resident attempting said particular goods acquisition transaction using said information management engine to acquire additional funds.

87. The computer program product of claim 86, further comprising:

code for setting a flag with respect to said party designated by said resident when said funds level is determined to be too low, said interacting with said party being accomplished through reference to said flag a next time a call is placed to said party.